Basic EAGLS

DoN APC Conference
Government Travel Charge Card
Atlanta, Georgia
March 1-2, 2004

Sandra Willey

Agenda

- Getting Started
- Account Inquiry/Maintenance
- Inquiry
- Maintenance
- Program Information
- Transaction Data
- User Options
- Reporting Tool
- Help
- Contact Information
- Summary

Getting Started

- Provides functionality for:
  - Logging on
  - Accessing the main menu
  - Navigation
  - Logging off

EAGLS System Logon

Please Enter Your User ID and Password

User ID

Password

Submit Clear

As Of: 12/08/2003

This system contains privileged and confidential information intended only for the use of the authorized user. This system contains collected information and/or other account information that is part of the system of records: Travel Charge Card Program: GSA/GOVT - 3 and therefore is subject to the Privacy Act of 1974 (5 U.S.C. 552a) and Applicable agency regulations. In the event of a violation of the Privacy Act, a civil action may be brought, and violations of the Privacy Act may involve the imposition of criminal penalties.

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Electronic Account Government Ledger System 2.0

As Of : 12/08/2003

- Account Inquiry/Maintenance
- Inquiry
- Maintenance
- Program Information
- Setup
- Transaction Data
- User Options
- Reporting Tool
- Help
- Training
- Log Off

Version 2.0
Release 7.11.2

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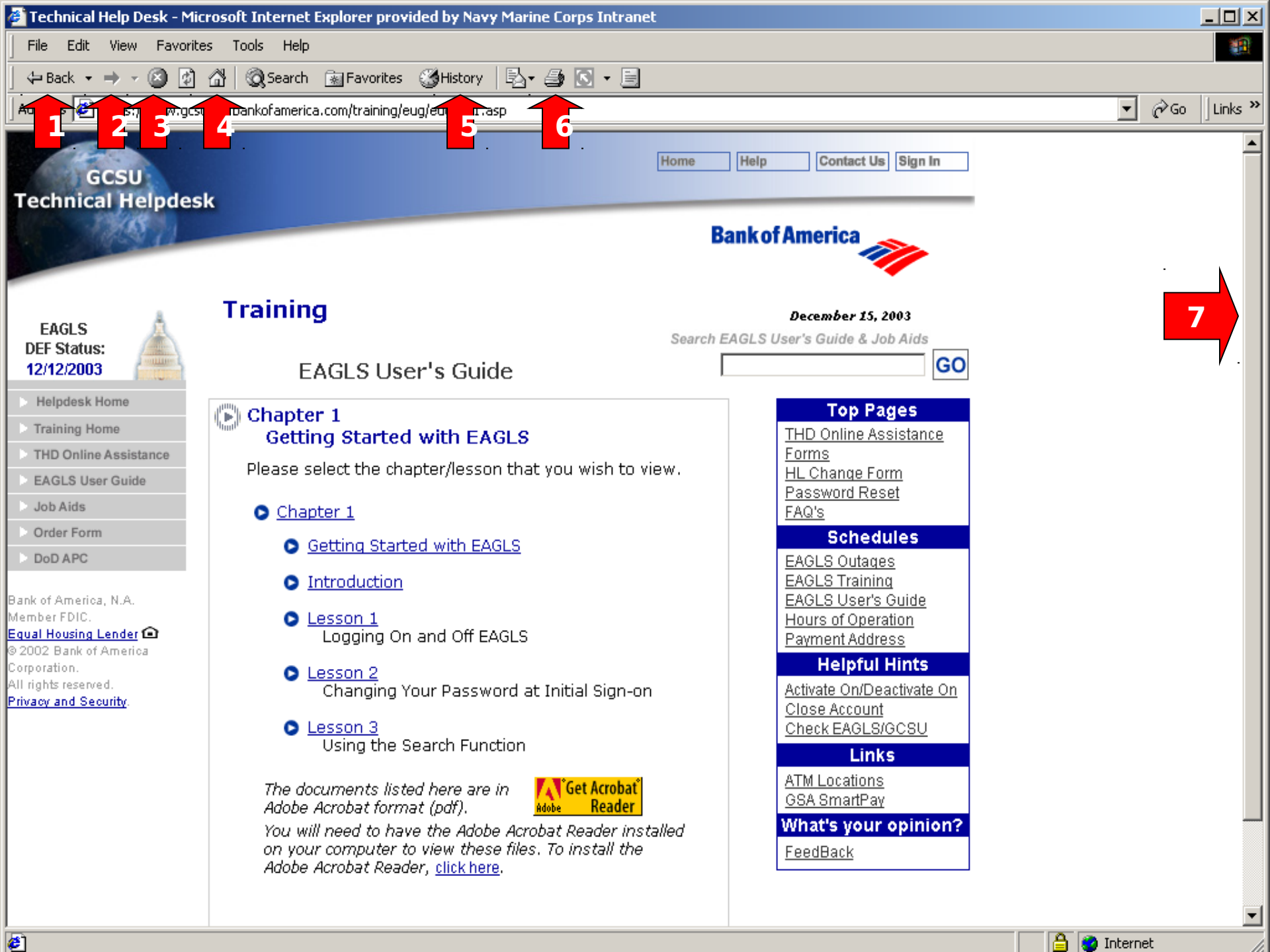
Technical Help Desk - Microsoft Internet Explorer provided by Navy Marine Corps Intranet
File Edit View Favorites Tools Help
Back Search Favorites History
1
2
3
4
5
6
bankofamerica.com/training/eug/
Go Links
GCSU
Technical Helpdesk
Home Help Contact Us Sign In
Bank of America
7
EAGLS
DEF Status:
12/12/2003
Helpdesk Home
Training Home
THD Online Assistance
EAGLS User Guide
Job Aids
Order Form
DoD APC
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Member FDIC.
Equal Housing Lender
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Privacy and Security
Training
December 15, 2003
Search EAGLS User's Guide & Job Aids
GO
EAGLS User's Guide
Chapter 1
Getting Started with EAGLS
Please select the chapter/lesson that you wish to view.
Chapter 1
Getting Started with EAGLS
Introduction
Lesson 1
Logging On and Off EAGLS
Lesson 2
Changing Your Password at Initial Sign-on
Lesson 3
Using the Search Function
The documents listed here are in Adobe Acrobat format (pdf).
Get Acrobat Reader
You will need to have the Adobe Acrobat Reader installed on your computer to view these files. To install the Adobe Acrobat Reader, click here.
Top Pages
THD Online Assistance
Forms
HL Change Form
Password Reset
FAQ's
Schedules
EAGLS Outages
EAGLS Training
EAGLS User's Guide
Hours of Operation
Payment Address
Helpful Hints
Activate On/Deactivate On
Close Account
Check EAGLS/GCSU
Links
ATM Locations
GSA SmartPay
What's your opinion?
FeedBack
Internet

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EAGLS System Logoff Verification

Do you want to end the current EAGLS session ?

OK Cancel

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Account Inquiry/Maintenance

- Provides functionality for:
  - Applying search options
  - Reviewing format and content
  - Viewing statement range activity
  - Initiating account transfer activity

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Account Inquiry/Maintenance Search

To perform partial name searches on non numeric fields,
enter partial search criteria followed by an asterisk ''.*
Ex: Entering 'Jo' in the Last Name field*
will find last names such as 'Jones' and 'Johnson'.
Note: Partial searches take longer to complete than exact searches.

Submit Clear

Search For

- (•) Open Accounts
- ( ) Closed Accounts
- ( ) All Accounts

Search By

- [ ] Account Number
- [ ] Last Name

Optional Criteria with Last Name:

First Name

Zip/Postal Code

- [ ] Business Phone

US or Canada (Numeric Only)

International (Numeric Only)

- [ ] Social Security # - - (Numeric Only)
- [ ] Hierarchy Depth Current Level Browse Hierarchy

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- Log Off

Search By

- ☐ Account Number
- ☐ Last Name

Optional Criteria with Last Name:

- First Name
- Zip/Postal Code

- ☐ Business Phone

US or Canada (Numeric Only)

International (Numeric Only)

- ☐ Social Security # - - (Numeric Only)
- ☐ Hierarchy Depth Current Level Browse Hierarchy

Level	Number	Description/Name
HL1	0000001	DEPARTMENT OF DEFENSE
HL2	2000002	DEPT OF THE NAVY IBA
HL3		
HL4		
HL5		
HL6		
HL7		
HL8		

Submit Clear

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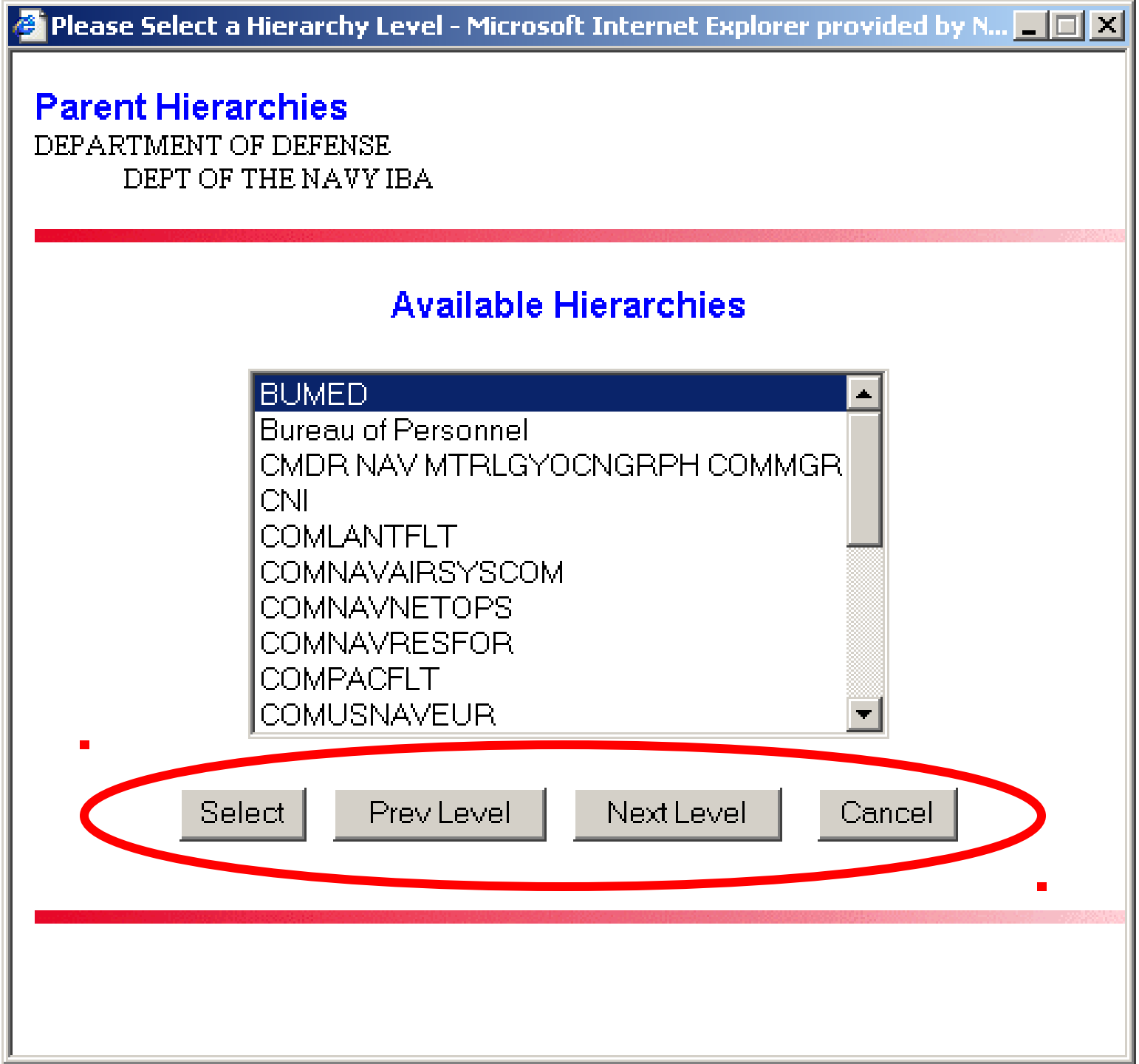
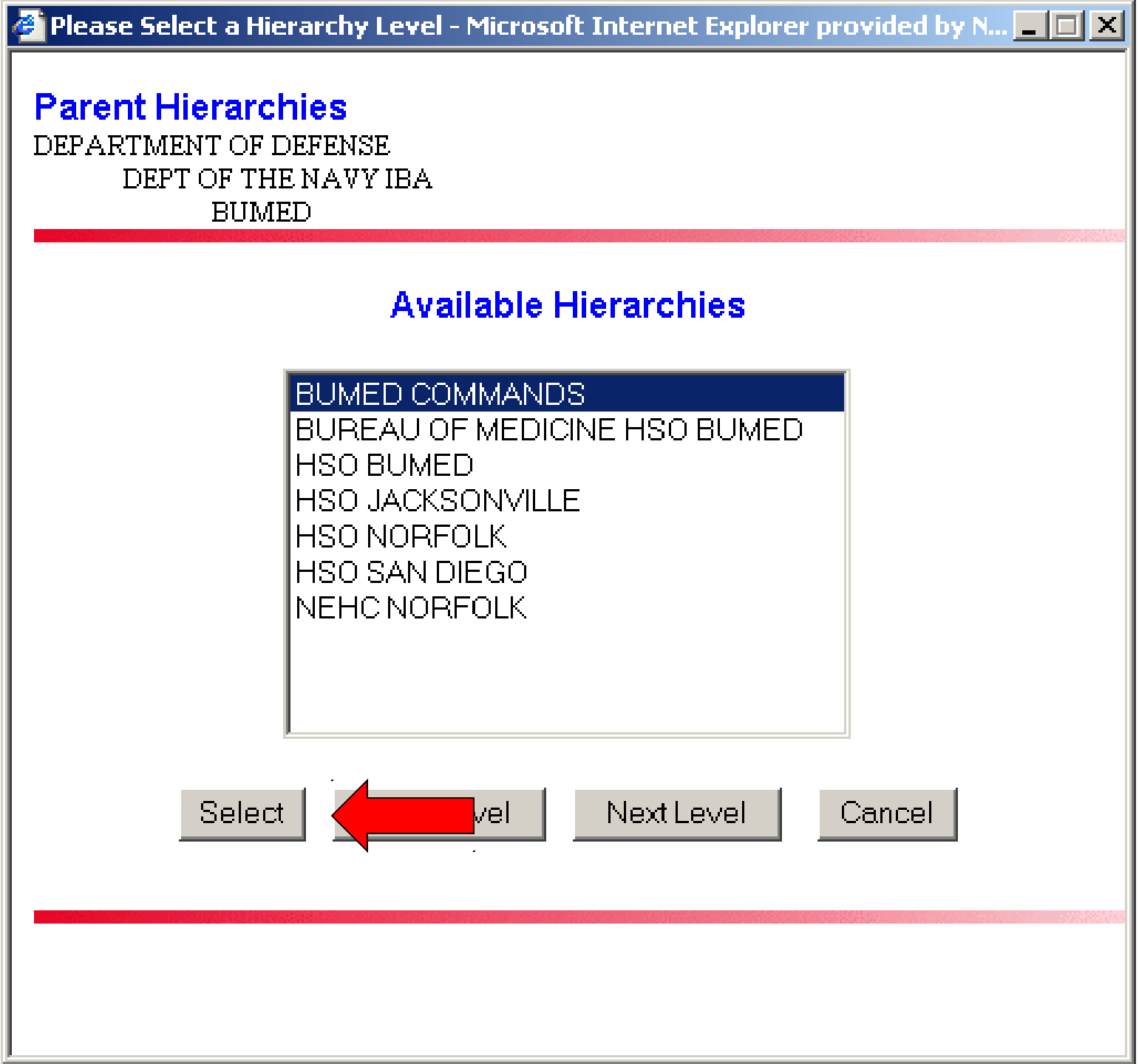

Please Select a Hierarchy Level - Microsoft Internet Explorer provided by N...
Parent Hierarchies
DEPARTMENT OF DEFENSE
DEPT OF THE NAVY IBA
Available Hierarchies
BUMED
Bureau of Personnel
CMDR NAV MTRLGYOCNGRPH COMMGR
CNI
COMLANTFLT
COMNAVAIRSYSCOM
COMNAVNETOPS
COMNAVRESFOR
COMPACFLT
COMUSNAVEUR
Select
Prev Level
Next Level
Cancel


Please Select a Hierarchy Level - Microsoft Internet Explorer provided by N...
Parent Hierarchies
DEPARTMENT OF DEFENSE
DEPT OF THE NAVY IBA
BUMED
Available Hierarchies
BUMED COMMANDS
BUREAU OF MEDICINE HSO BUMED
HSO BUMED
HSO JACKSONVILLE
HSO NORFOLK
HSO SAN DIEGO
NEHC NORFOLK
Select
Next Level
Cancel

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- Log Off

Search By

- [ ] Account Number
- [ ] Last Name

Optional Criteria with Last Name:

First Name

Zip/Postal Code

- [ ] Business Phone

US or Canada (Numeric Only)

International (Numeric Only)

- [ ] Social Security # - - (Numeric Only)
- [x] Hierarchy Depth — Current Level — Browse Hierarchy

Level	Number	Description/Name
HL1	0000001	DEPARTMENT OF DEFENSE
HL2	2000002	DEPT OF THE NAVY IBA
HL3	3048695	BUMED
HL4	4048696	BUMED COMMANDS
HL5	0000000	
HL6	0000000	
HL7	0000000	
HL8	0000000	

Submit

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Inquiry

- Provides functionality for viewing:
  - Agency Profile
  - Central Account

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As Of: 12/08/2003

- Account Inquiry/Maintenance
- Inquiry
  - Agency Profile
  - Central Account
  - Vehicle Account
- Maintenance
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Agency Inquiry Search

To perform partial name searches on non numeric fields, enter partial search criteria followed by an asterisk ''. Ex: Entering 'Jo*' in the Last Name field will find last names such as 'Jones' and 'Johnson'. Note: Partial searches take longer to complete than exact searches.*

Submit Clear

Search By

☐ Agency Name

☐ Hierarchy Depth Current Level Browse Hierarchy

Level	Number	Description/Name
HL1	0000001	DEPARTMENT OF DEFENSE
HL2	2000002	DEPT OF THE NAVY IBA
HL3		
HL4		
HL5		
HL6		
HL7		
HL8		

Submit Clear

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Central Account Inquiry Search

To perform partial name searches on non numeric fields,
enter partial search criteria followed by an asterisk ''.*
Ex: Entering 'Jo' in the Last Name field*
will find last names such as 'Jones' and 'Johnson'.
Note: Partial searches take longer to complete than exact searches.

Submit Clear

Search By

- ☐ Central Account ID
- ☐ Central Account Number
- ☐ Central Account Name
- ☐ Agency Name
- ☐ Hierarchy Depth — Current Level — Browse Hierarchy

Level	Number	Description/Name
HL1	0000001	DEPARTMENT OF DEFENSE
HL2	2000002	DEPT OF THE NAVY IBA
HL3		
HL4		
HL5		
HL6		
HL7		
HL8		

Maintenance

- Provides functionality for:
  - Account Activation
  - Account Status
  - Bulk Activation
  - Credit Limit
  - Point of Contact
  - Queued Requests
  - Request Card
  - Transfer Account
  - Transfer Account Queue

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- Account Inquiry/Maintenance
- Inquiry
- Maintenance
  - Account Activation
  - Account Status
  - Bulk Activation
  - Convenience Checks
  - Credit Limit
  - Point of Contact
  - Queued Requests
  - Request Card
  - Transfer Account
  - Transfer Account Queue
  - Travelers Checks
  - Vehicle Account
- Program Information
- Setup
- Transaction Data
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- Reporting Tool
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Account Activation Search

Search By

Account Number

Submit Clear

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Account Inquiry/Maintenance
Inquiry
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- Vehicle Account

Program Information
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Account Status Search

To perform partial name searches on non numeric fields,
enter partial search criteria followed by an asterisk ''.*
Ex: Entering 'Jo' in the Last Name field*
will find last names such as 'Jones' and 'Johnson'.
Note: Partial searches take longer to complete than exact searches.

Submit Clear

Search By

- ☐ Account Number
- ☐ Last Name

Optional Criteria with Last Name:

First Name

- ☐ Hierarchy Depth — Current Level — Browse Hierarchy

Level	Number	Description/Name
HL1	0000001	DEPARTMENT OF DEFENSE
HL2	2000002	DEPT OF THE NAVY IBA
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HL4		
HL5		
HL6		
HL7		
HL8		

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  - Transfer Account Queue
  - Travelers Checks
  - Vehicle Account
- Program Information
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- Reporting Tool
- Help
- Training
- Log Off

Bulk Activation Search

Submit Clear

Search By

☐ Date Range [ ] to [ ] (MM/DD/YYYY)

☐ Hierarchy Depth [Current Level ▼] Browse Hierarchy

Level	Number	Description/Name
HL1	0000001	DEPARTMENT OF DEFENSE
HL2	2000002	DEPT OF THE NAVY IBA
HL3		
HL4		
HL5		
HL6		
HL7		
HL8		

Submit Clear

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Credit Limit Maintenance Search

To perform partial name searches on non numeric fields, enter partial search criteria followed by an asterisk ''. Ex: Entering 'Jo*' in the Last Name field will find last names such as 'Jones' and 'Johnson'. Note: Partial searches take longer to complete than exact searches.*

Submit Clear

Search By

- ☐ Account Number
- ☐ Last Name

Optional Criteria with Last Name:

First Name

- ☐ Hierarchy Depth — Current Level — Browse Hierarchy

Level	Number	Description/Name
HL1	0000001	DEPARTMENT OF DEFENSE
HL2	2000002	DEPT OF THE NAVY IBA
HL3		
HL4		
HL5		
HL6		
HL7		
HL8		

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  - Request Card
  - Transfer Account
  - Transfer Account Queue
  - Travelers Checks
  - Vehicle Account
- Program Information
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Point of Contact Maintenance

Search By

Current Level | Browse Hierarchy

Level	Number	Description/Name
HL1	0000001	DEPARTMENT OF DEFENSE
HL2	2000002	DEPT OF THE NAVY IBA
HL3		
HL4		
HL5		
HL6		
HL7		
HL8		

Submit | Clear

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- Account Inquiry/Maintenance
- Inquiry
- Maintenance
  - Account Activation
  - Account Status
  - Bulk Activation
  - Convenience Checks
  - Credit Limit
  - Point of Contact
  - Queued Requests
  - Request Card
  - Transfer Account
  - Transfer Account Queue
  - Travelers Checks
  - Vehicle Account
- Program Information
- Setup
- Transaction Data
- User Options
- Reporting Tool
- Help
- Training
- Log Off

Queued Requests Search

Submit Clear

Search By

- (•) Account Number
- ( ) All Requests
- ( ) New and Assigned Pending Requests Only
- ( ) Hierarchy Depth Current Level Browse Hierarchy

Level	Number	Description/Name
HL1	0000001	DEPARTMENT OF DEFENSE
HL2	2000002	DEPT OF THE NAVY IBA
HL3		
HL4		
HL5		
HL6		
HL7		
HL8		

Submit Clear

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Request Card Search

To perform partial name searches on non numeric fields,
enter partial search criteria followed by an asterisk ''.*
Ex: Entering 'Jo' in the Last Name field*
will find last names such as 'Jones' and 'Johnson'.
Note: Partial searches take longer to complete than exact searches.

Submit Clear

Search By

- ☐ Account Number
- ☐ Last Name
  - *Optional Criteria with Last Name:*
  - First Name
- ☐ Hierarchy Depth — Current Level — Browse Hierarchy

Level	Number	Description/Name
HL1	0000001	DEPARTMENT OF DEFENSE
HL2	2000002	DEPT OF THE NAVY IBA
HL3		
HL4		
HL5		
HL6		
HL7		
HL8		

Transfer Account Search
AOPC

To perform partial name searches on non numeric fields, enter partial search criteria followed by an asterisk ''. Ex: Entering 'Jo*' in the Last Name field will find last names such as 'Jones' and 'Johnson'. Note: Partial searches take longer to complete than exact searches.*

Submit Clear

Search By

- ☐ Account Number
- ☐ Last Name

Optional Criteria with Last Name:

First Name

Zip/Postal Code

- ☐ Business Phone

US or Canada (Numeric Only)

International (Numeric Only)

- ☐ Social Security # - - (Numeric Only)
- ☐ Hierarchy Depth Current Level Browse Hierarchy

Level	Number	Description/Name
HL1	0000001	DEPARTMENT OF DEFENSE
HL2	2000002	DEPT OF THE NAVY IBA
HL3		
HL4		

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  - Account Activation
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  - Convenience Checks
  - Credit Limit
  - Point of Contact
  - Queued Requests
  - Request Card
  - Transfer Account
  - Transfer Account Queue
  - Travelers Checks
  - Vehicle Account
- Program Information
- Setup
- Transaction Data
- User Options
- Reporting Tool
- Help
- Training
- Log Off

Transfer Account Queue Search

To perform partial name searches on non numeric fields, enter partial search criteria followed by an asterisk ''. Ex: Entering 'Jo*' in the Last Name field will find last names such as 'Jones' and 'Johnson'. Note: Partial searches take longer to complete than exact searches.*

Submit Clear

Search For

- ☐ 'New' Status
- ☐ 'Pending' Status
- ☐ 'Approved' Status
- ☐ 'Declined' Status

Sort By: Account Name

Search By

- ☐ Account Number
- ☐ Last Name

Optional Criteria with Last Name:

First Name

Zip/Postal Code

- ☐ Business Phone

US or Canada (Numeric Only)

International (Numeric Only)

- ☐ Social Security # - - (Numeric Only)
- ☐ Hierarchy Depth: Current Level — Browse Hierarchy

Program Information

- Provides functionality for:
- GSA Program Forms
- Newsletters

Electronic Account Government Ledger System 2.0

As Of: 12/08/2003

- Account Inquiry/Maintenance
- Inquiry
- Maintenance
- Program Information
  - GSA Program Forms
  - Newsletters
- Setup
- Transaction Data
- User Options
- Reporting Tool
- Help
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- Log Off

DLF Status: 12/08/2003

- Helpdesk Home
- EAGLS Log-on
- THD Online Assistance
- Password Reset
- Forms
- Training
- Reporting Tool
- FAQ's
- MCC Table
- SmartPay Conference
- Favorite Links
- AOPC Apps Status
- DoD APC

Technical Helpdesk

December 09, 2003

Search EAGLS User's Guide & Job Aids

GO

Forms

HL Change Move Form - A/OPC USE ONLY

If you have any questions concerning the use of this form, please call the GCSU Technical Helpdesk toll-free at 1-800-558-0548

HL Change Form and Instructions

GSA Program Forms

The documents listed here are in Adobe Acrobat format (pdf). Get Acrobat Reader

You will need to have the Adobe Acrobat Reader installed on your computer to view these files. To install the Adobe Acrobat Reader, click here.

Agency Setup Forms

-- make your selection --

Account Setup Forms

-- make your selection --

Account Change Forms

-- make your selection --

Check Requests

-- make your selection --

Top Pages

THD Online Assistance
Training
Forms
HL Change Form
Password Reset

NewsBlast

NewsBlast 10/10/03
Quarterly Newsletter
Online Subscription
Archives

Schedules

EAGLS Outages
Holiday Files
EAGLS Training
Hours of Operation
Payment Options

Links

ATM Locations
GSA SmartPay
Merchant Enrollment

What's your opinion?

FeedBack

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Privacy and Security

Transaction Data

- Provides functionality for:
  - Individual Statement

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- Account Inquiry/Maintenance
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- Setup
- Transaction Data
  - Agency Invoice
  - Individual Statement
- User Options
- Reporting Tool
- Help
- Training
- Log Off

Individual Statement Search

Submit Clear

Search For

- rrent Transactions
- Current Statement
- Statement (MM/YYYY)

Sort Transactions By: Transaction Post Date

Search By

- Account Number
- Hierarchy Depth: Current Level — Browse Hierarchy

Level	Number	Description/Name
HL1	0000001	DEPARTMENT OF DEFENSE
HL2	2000002	DEPT OF THE NAVY IBA
HL3		
HL4		
HL5		
HL6		
HL7		
HL8		

Submit Clear

User Options

- Provides functionality to:
  - Change Hierarchy
  - Change Password
  - Change Role
  - Create User Profile
  - Modify User Profile

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- Account Inquiry/Maintenance
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- Program Information
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- User Options
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  - Change Password
  - Change Role
  - Create User Profile
  - Favorites List
  - Modify User Profile
- Reporting Tool
- Help
- Training
- Log Off

EAGLS Application Error

Message

This function can not be accessed.
There are no other hierarchies associated with your user profile.

OK

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- Setup
- Transaction Data
- User Options
  - Change Hierarchy
  - Change Password
  - Change Role
  - Create User Profile
  - Favorites List
  - Modify User Profile
- Reporting Tool
- Help
- Training
- Log Off

Change Password

Enter Old Password	
Enter New Password	
Re-Enter New Password	

Submit Clear Cancel

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As Of : 12/08/2003

- Account Inquiry/Maintenance
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- Setup
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- User Options
  - Change Hierarchy
  - Change Password
  - Change Role
  - Create User Profile
  - Favorites List
  - Modify User Profile
- Reporting Tool
- Help
- Training
- Log Off

Change Role

Current Role DFLT_AOPC

New Role DFLT_AOPC

Options
- (•) Set Session Role
- ( ) Set Default Role
- ( ) Set Both Session and Default Role

Submit Reset

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Electronic Account Government Ledger System 2.0

As Of: 12/08/2003

- Account Inquiry/Maintenance
- Inquiry
- Maintenance
- Program Information
- Setup
- Transaction Data
- User Options
  - Change Hierarchy
  - Change Password
  - Change Role
  - Create User Profile
  - Favorites List
  - Modify User Profile
- Reporting Tool
- Help
- Training
- Log Off

Create User Profile Search

To perform partial name searches on non numeric fields,
enter partial search criteria followed by an asterisk ''.*
Ex: Entering 'Jo' in the Last Name field*
will find last names such as 'Jones' and 'Johnson'.
Note: Partial searches take longer to complete than exact searches.

Submit Clear

Search By

☐ Account Number

☐ Last Name

Optional Criteria with Last Name:

First Name

☐ Hierarchy Depth Current Level Browse Hierarchy

Level	Number	Description/Name
HL1	0000001	DEPARTMENT OF DEFENSE
HL2	2000002	DEPT OF THE NAVY IBA
HL3		
HL4		
HL5		
HL6		
HL7		
HL8		

Modify User Profile Search

To perform partial name searches on non numeric fields, enter partial search criteria followed by an asterisk ''. Ex: Entering 'Jo*' in the Last Name field will find last names such as 'Jones' and 'Johnson'. Note: Partial searches take longer to complete than exact searches.*

Submit Clear

Search By

- ☐ Account Number
- ☐ User ID
- ☐ Last Name

Optional Criteria with Last Name:

First Name

- ☐ Hierarchy Depth — Current Level — Browse Hierarchy

Level	Number	Description/Name
HL1	0000001	DEPARTMENT OF DEFENSE
HL2	2000002	DEPT OF THE NAVY IBA
HL3		
HL4		
HL5		
HL6		
HL7		
HL8		

Reporting Tool

- Provides functionality for:
  - Viewing Job Aids
  - Customizing the appearance
  - Available EAGLS reports

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Electronic Account Government Ledger System 2.0

As Of : 12/08/2003

- Account Inquiry/Maintenance
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Version 2.0
Release 7.11.2

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As Of: 12/05/2003

Reporting Tool Options

Reports

- Account Activity (Purcha
- Account Activity (Travel)
- Account Listing
- Account Renewal
- Agency Program
- Agency Program Informa
- Aging Analysis
- Airline Credit/Refund
- Airline Exception
- Authorizations/Declines
- Billing Cycle Summary
- Budget Object Class
- Cancellation
- Charge-Off
- Convenience Check
- Cost Allocation
- Daily Invoice
- Delinquency
- Exceptions
- Fixed Pay
- Fleet MasterCard
- Fleet Visa
- Foreign Vendor
- Frequent Repair
- Fuel Frequency
- Infrequent Travel Expirati

EAGLS Reporting Tool

Summaries Now Available on Detail Reports

Enhancements to detail reports on EAGLS using the Crystal Offline Viewer were completed to provide summary pages at the beginning of each report.

When viewing these reports, the first page(s) will contain summaries by hierarchy node. Client feedback on the 2002 Client Satisfaction Survey indicated clients wanted summary information for reports. The Reports Functionality Matrix Job Aid has been updated to indicate which reports contain a summary page(s).

The Reports Functionality Matrix Job Aid is available by selecting it from the drop-down list below.

Reporting Job Aids

Bank of America, in a continuous effort to provide quality training materials, offers quick reference guides or Job Aids that will assist you in managing your card program. Updates to the Job Aids will be made monthly, as required. Revision dates and page numbers are included on each Job Aid for your convenience.

-- make your selection --

Version 7.0.0.27.10

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As Of: 12/05/2003

Reporting Tool Options

Reports

- Account Activity (Purcha
- Account Activity (Travel)
- Account Listing
- Account Renewal
- Agency Program
- Agency Program Informa
- Aging Analysis
- Airline Credit/Refund
- Airline Exception
- Authorizations/Declines
- Billing Cycle Summary
- Budget Object Class
- Cancellation
- Charge-Off
- Convenience Check
- Cost Allocation
- Daily Invoice
- Delinquency
- Exceptions
- Fixed Pay
- Fleet MasterCard
- Fleet Visa
- Foreign Vendor
- Frequent Repair
- Fuel Frequency
- Infrequent Travel Expirati

Customize the appearance and operation of your Reporting Tool.

Select Reports you do not want to see.

- [ ] Account Activity (Purchase)
- [ ] Account Activity (Travel)
- [ ] Account Listing
- [ ] Account Renewal
- [ ] Agency Program
- [ ] Agency Program Information
- [ ] Aging Analysis
- [ ] Airline Credit/Refund
- [ ] Airline Exception
- [ ] Authorizations/Declines
- [ ] Billing Cycle Summary
- [ ] Budget Object Class
- [ ] Cancellation
- [ ] Charge-Off
- [ ] Convenience Check
- [ ] Cost Allocation
- [ ] Daily Invoice
- [ ] Delinquency
- [ ] Exceptions
- [ ] Fixed Pay
- [ ] Fleet MasterCard
- [ ] Fleet Visa
- [ ] Foreign Vendor

Available EAGLS Reports

- Account Activity
- **Account Listing**
- Account Renewal
- Agency Program
- Agency Program Information
- Aging Analysis
- Airline Credit/Refund
- **Airline Exception ****
- **Authorizations/Declines**
- **Cancellation**
- Charge-Off
- **Delinquency**
- **Exceptions**
- Fixed Pay
- **Infrequent Travel Expiration**
- Lost/Stolen
- Maintenance Requests
- Miscellaneous Expense
- New Accounts
- **Non-Travel Activity ****
- **Pre-Suspension**
- **Salary Offset**
- Statistical Summary
- Summary Quarterly Merchant
- Summary Quarterly Vendor Analysis
- **Suspension/Pre-Cancellation**
- Transaction Activity
- Transfer Transaction
- **Weekend/Holiday Activity ****

Help

- Provides functionality for:
  - Accessing online documentation to assist you in your duties

Bank of America

Electronic Account Government Ledger System 2.0

As Of: 12/08/2003

- Account Inquiry/Maintenance
- Inquiry
- Maintenance
- Program Information
- Setup
- Transaction Data
- User Options
- Reporting Tool
- Help
- Training
- Log Off

EAGLS℠

Bank of America

Version 2.0
Release 7.11.2

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THD Online Assistance

December 09, 2003

EAGLS
DEF Status:
12/08/2003

- Helpdesk Home
- EAGLS Log-on
- THD Online Assistance
- Password Reset
- Forms
- Training
- Reporting Tool
- FAQ's
- MCC Table
- SmartPay Conference
- Favorite Links
- AOPC Apps Status
- DoD APC

Search

Use our Search function to find specific information within the EAGLS User's Guide and Job Aids.

Search EAGLS User's Guide & Job Aids

GO

Tools

The EAGLS User's Guide, Job Aids and Cardholder Program Guides are available for download.

EAGLS User's Guide | Job Aids | FAQ's

Cardholder Program Guides | Reporting Tool FAQ's

Online THD Inquiry

In the continuing effort to provide our clients with quality service, we are offering online solutions for a variety of issues you may be experiencing.

- EAGLS Log-on
- Internet Connectivity
- EAGLS Errors
- Report Errors
- EAGLS Tutorials
- Report Tutorials

EAGLS User ID

Email Address

Submit

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Equal Housing Lender
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Contact Information
Bank of America

Customer Service/GCSU

A/OPCs	800.558.0548	(7am - 9pm EST)
	gcsuac@bankofamerica.com	
Account Holders	800.472.1424	(24 hours)

Phoenix Risk Operations

A/OPCs	800.848.6086	(8am - 9 pm EST)
Salary Offset Inquiries	800.863.5258	

EAGLS Information

Training Requests	800.558.0548	
	eaglstraining@bankofamerica.com	
Technical Help Desk	800.558.0548	gcsuthd@bankofamerica.com
Information Web site	www.gcsuthd.bankofamerica.com	

Summary

- ✓ Getting Started
- ✓ Account Inquiry/Maintenance
- ✓ Inquiry
- ✓ Maintenance
- ✓ Program Information
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- ✓ User Options
- ✓ Reporting Tool
- ✓ Help
- ✓ Contact Information
- ✓ Summary